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May 4, 2020

Address  
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RE: Notice of Potential Information Security Incident

Dear [individual]:

We are writing to let you know about a data security incident involving your personal information. UniCarriers Americas ("UniCarriers") takes the protection and proper use of your information very seriously. We are therefore contacting you directly to explain the incident and provide you with steps you can take to protect yourself.

#### What Happened

We were recently informed that, during [timeframe], an unauthorized user accessed an Office365 server that UniCarriers had been using and obtained email credentials for one UniCarriers employee. As a result, an unauthorized user may have been able to access or acquire personal information of some of our current and former employees.

Upon learning of the incident, we immediately began an investigation to determine how the security incident occurred and the scope of such incident. While the investigation is ongoing, we encourage you to take the preventative measures outlined in this letter to help protect your information.

#### What Information Was Involved

The personal information potentially accessed or acquired includes name and Social Security Number for each affected employee.

#### What We Are Doing

We are notifying you so that you can take immediate action to protect yourself. We take the protection of your information very seriously. We are conducting a thorough review of the potentially affected records and continue to create and implement additional security measures, internal controls, and safeguards, as well as continue to make changes to existing policies and procedures designed to prevent a similar occurrence from happening again. We are also notifying the appropriate law enforcement authorities.

In addition, to help protect your identity, we are offering a complimentary two-year membership of Lifelock. This product provides you with identity detection and assistance with resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: July 31, 2020** (Your code will not work after this date.)
- **Visit** the Lifelock website to enroll: [www.LifeLock.com](http://www.LifeLock.com)
- Provide your **activation code: [code]**



If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in LifeLock online, please see the enclosure or contact LifeLock's customer care team at 1-800-899-0180 by **July 31, 2020**.

#### **What You Can Do**

Please review the enclosed "Additional Resources" section included with this letter. This section describes additional steps you can take to protect your identity, including recommendations by the Federal Trade Commission ("FTC") regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file. We also recommend you remain vigilant and promptly report any suspicious activity or suspected identity theft related to you to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general, and/or the FTC.

#### **Other Important Information**

See the enclosed "Additional Information" sheet for additional important information.

#### **For More Information**

We sincerely apologize for this incident, regret any inconvenience it may cause you, and encourage you to take advantage of the product outlined herein. Should you have any further questions or concerns regarding this matter and/or the protections available to you, please do not hesitate to contact Christy Willis, Director, Human Resources at [cwillis@unicarriersamericas.com](mailto:cwillis@unicarriersamericas.com).

Protecting your information is important to us. We trust that the services we are offering to you demonstrated our continued commitment to your security and satisfaction.

Sincerely,

Christy Willis

Director, Human Resources

UniCarriers Americas Corporation



### Additional Information

Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
Phone: 1-800-685-1111	Phone: 1-888-397-3742	Phone: 1-888-909-8872
P.O. Box 740256	P.O. Box 9554	P.O. Box 105281
Atlanta, Georgia 30348	Allen, Texas 75013	Atlanta, GA 30348-5281
www.equifax.com	www.experian.com	www.transunion.com

**Free Credit Report.** We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Maine and Massachusetts residents:

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued

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identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

**Fraud Alerts.** A fraud alert tells businesses that check your credit that they should check with you before opening a new account. As of September 18, 2018, when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**Reporting of identity theft and obtaining a police report.**

You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft.